



SYSTEM SCORECARD

Customer Perspective

Measures	Results
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- **Supply Availability** % to %
- **Customer feedback - if available**

Readiness Perspective

Measures	Results
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- FMC date-now)
- **Delinquent CLINs**
- **CLINs delivered by CDD**
- **CLINs accelerated**

% to % (start)

to

to

to

Internal Business Perspective

Measures	Results
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- **PLAS** # hours
- **# Status Updates** # Critical
- **Spares** per quarter

Innovation & Learning Perspective

- Customer developed business rules for “critical few” based on: *xxx criteria*
- *Unique or beneficial results of the initiative, i.e., process improvement, improved communication, example of specific fixes due to partnership, etc.*



SYSTEM SCORECARD

Customer Perspective

Quarterly. This section annotates customer metrics identified in the MOA.

If available, quote customer feedback from written correspondence or verbal discussions

Internal Business Perspective

Quarterly. This section annotates the # of PLAS workhours tracked for this partnership. Also Identify the # of status updates provided to the customer on Critical Spares. Add other pertinent internal measures.

Readiness Perspective

Quarterly. This section annotates DCMC metrics identified in the MOA.

Innovation & Learning Perspective

- This section identifies customer developed business rules for “critical few” spare & repair parts.
- Identify Unique or beneficial results of the initiative, i.e., process improvement, example of specific fixes due to partnership, etc.